

Conducting BPLS Automation Training Workshops

Investment Enabling Environment (INVEST) Project

Submitted to:

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LIST OF ACRONYMS

BPLS Business Permit and Licensing System

CDO Cagayan de Oro

DILG Department of the Interior and Local Government

DOST Department of Science and Technology
DTI Department of Trade and Industry

ICTO Information and Communication Technology INVEST Investment Enabling Environment Project

LGU Local Government Unit

LINC-EG Local Implementation of National Competitiveness for Economic Growth

PBR Philippine Business Registry

ISSP Information Systems Strategic Plan

USAID United States Agency for International Development

I. INTRODUCTION

The Upscaling of the Nationwide Streamlining of Business Permits and Licensing Systems Program of the government launched on August 2010, includes as one of its components the computerization of business permitting in the country. The Department of Science and Technology (DOST) together with the Department of the Interior and Local Government (DILG) and the Department of Trade and Industry (DTI) launched the BPLS Automation Project during the forum entitled MOVING FORWARD: FROM STREAMLINING BPLS TO eBPLS (Building Partnerships for BPLS Reforms), which was an opportunity for the oversight agencies involved in business processing reforms to set the institutional support for promoting BPLS automation to LGUs thru the signing of a Memorandum of Agreement. In the same forum, USAID turned over two important documents - BPLS Automation Planning and Implementation Guide (henceforth referred to as BPLS Automation Guide) and the BPLS Automation Baseline Design Guide - which were prepared by USAID through the Local implementation for National Competitiveness thru Economic Growth (LINC-EG). The first guide was intended to assist LGUs in automating their business registration processes, from planning to the procurement and management of computer systems that are compliant with the service standards provided in the Joint Memorandum Circular on the streamlining of business permits and licensing systems (JMC) issued by the DILG and DTI in August 2010. The second guide was developed to assist LGUs in automating their business registration processes, from planning to the procurement and management of computer systems that are compliant with the JMC.

The Investment Enabling Environment Project (INVEST) project funded by the United States Agency for Development (USAID) has been tasked to assist three cities comply with the service standards set by the government in processing business permits. The approach adopted by the Project was to evaluate the business permitting process prevailing in the cities through Self-Assessment Workshops and, based on the results, design their desired business permitting system that conforms to the service standards set by government. The next step was for the cities to assessing their level of automation and decide the system changes needed to attain their desired BPLS.

This report presents the training module that the INVEST project used in organizing its automation workshops for its three cities. It is intended to be used by facilitators who are assisting cities and municipalities in computerizing their business permitting systems. It is divided into 4 sections, other than this introduction. The second section describes the prerequisite activities prior to the conduct of the automation workshop. The third section discusses the objectives of the workshop while the fourth section contains the program and the detailed guide for the facilitators and the last part lists the targeted participants.

II. PREPARATORY ACTIVITIES

To ensure that the workshop will result in a realistic action plan, it is important that the city undertakes a serious assessment of the current state of its business permit system and its resources and capabilities to computerize its business permitting process.

Assessment of the eReadiness of the City

There are two ways by which the city can assess its readiness to computerize its operations. The first is to use the questionnaire developed for the eReadiness Survey conducted by the DOST's Information and Communication Technology (ICTO) (Annex 1). The questionnaire consists of three parts, other than the profile of the city: (1) the human resource capacity of the city involved in computerization; (2) the ICT environment of the city; and (3) the compliance of the city with BPLS standards.

The responses of the city to the questionnaire can be assessed in relation to chapter 3 of the BPL Automation Guide on "Readiness and Needs Assessment", specifically the sections on organization, infrastructure and financial readiness to embark on a computerization project for business permitting. The initial evaluation of its capacities to computerize is important information that city officials should bring during the workshop.

Assessment of the BPLS of the City

A critical activity before the automation workshop is the conduct of a BPLS assessment workshop aimed at (1) designing a model BPLS for the city; and (2) preparing an action plan for its implementation. Section 3 of the BPLS Automation Guide has a subsection on BPLS Processes (section 3.2) which details the activities and procedures for arriving at the model BPLS that the city dreams to have. A sample activity design is found in Annex 2.

III. DESCRIPTION OF THE BPLS WORKSHOPS

A. Objectives

The BPLS Automation workshops conducted in the three cities supported by INVEST were aimed at: (1) training concerned city officials in planning and implementing an automated BPLS using the knowledge products developed in LINC-EG; (2) validating the agreed model BPLS process that the city would be adopting (arrived at from preparatory workshop); (3) presenting the automation options that will lead to the streamlined BPLS, including the implied backroom operations and the cost; (4) assisting the cities in deciding the desired computerized BPLS option, given the readiness of the city; (5) coaching the cities in planning the setting-up of the chosen system solution and in identifying the considerations in implementing and sustaining the system; and (6) assisting the cities in drawing up an action plan for the setting up of the system. Table 1 presents both the rational and experiential objectives of the activity.

The automation workshop has two important outputs: (1) the proposed design of the streamlined BPLS system; and (2) an action plan for implementing the system.

B. Program and Design

The Automation Workshop will be conducted in a span of 2 days and will be broken down into 3 different sessions. Figure 1 shows the schematic diagram of the BPLS workshop flow.

Figure 1.
Schematic Diagram of the BPLS Workshop Flow (applied in Batangas)

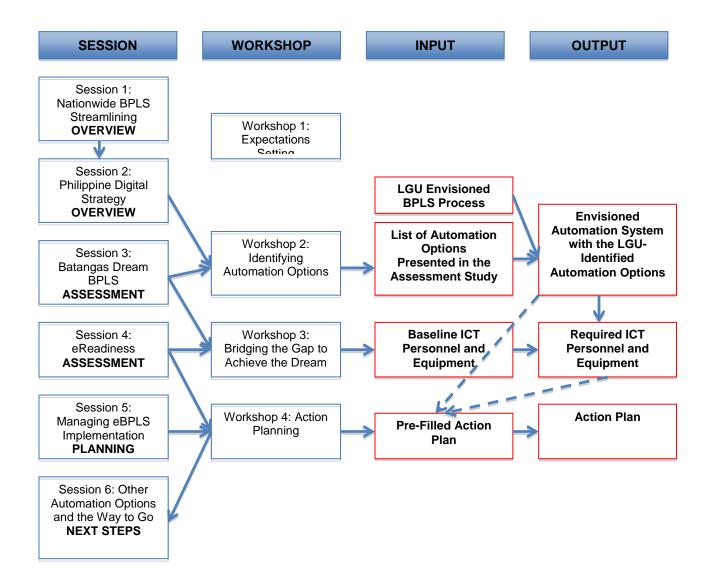


Table 1.
Proposed Automation Workshop Program Guide

TIME	SESSION AND TITLE	METHODOLOGY			
	DAY 1				
8:00-8:30AM	REGISTRATION				
8:30-9:00AM	SESSION 1: Overview of Nationwide BPLS Streamlining - Reviewing the BPLS Program and its components - Defining eBPLS including the framework and benefits of automation - Clarifying the objectives of the workshop and levelling-off the participant's expectations - Discussing the limitation of eBPLS WORKSHOP 1: Leveling-off participant's expectations	Presentation Open Forum			
9:00-11:00AM	SESSION 2: Philippine Digital Strategy - Presenting the Philippine Digital Strategy, the Local Government Information Systems Strategic Plan (ISSP), the eGOV awards to LGU and the ideal eBPLS	Presentation Open Forum			
11:00-12:30	SESSION 3: The City Dream BPLS - Presenting the dream BPLS process - Presenting the automation options WORKSHOP 2: Identify the automation options for the LGU's eBPLS process	Presentation Workshop			
12:30-1:30PM	LUNCH BREAK				
1:30 - 2:00	Presentation of Workshop 2 Results				
2:30- 4:00	SESSION 4: eReadiness Assessment - What makes the LGU ready: assessing organizational, infrastructure and financial readiness WORKSHOP 3: Bridging the Gap to Achieve the Dream				
4:00 - 4:30	Presentation of Workshop 2 Results				
4:30 - 5:00	Synthesis of Day 1 Results				
	DAY 2				
8:00-8:30AM	Recap of Day 1				
8:30-11:30PM	SESSION 5: Managing eBPLS Implementation - Presenting the process to implement BPLS automation - Identifying the support services needed in eBPLS implementation WORKSHOP 4: Action Plan for the Model Automated BPLS	Presentation Open Forum			
11:30 – 12:00	Presentation of Workshop 4 Results				

TIME	SESSION AND TITLE	METHODOLOGY
12:00 – 1:00	LUNCH	
1:30 - 2:30PM	SESSION 6: Other Automation Options and the Way to	Presentation
	Go: Sustainability of eBPLS Reforms	Open Forum
	 Identifying the factors needed to sustain reforms 	
	done in eBPLS	
	 Planning for sustainability of the initiative 	
	- Other Automation Options	
2:30-3:00PM	Synthesis and Closing Ceremonies	

The session summaries are presented below.

Section 1: Introductory Session and Initial Overview of the Nationwide BPLS Streamlining

a. Session Objective

This introductory session aims to provide the participants with an overview of the workshop, i.e. its objectives and the program for the two day workshop and to solicit expectations on the outcome of the workshop.

b. Management of the Session

The Session will have two parts: (i) a plenary presentation of the workshop objectives and the program, and an overview of the BPLS streamlining and eBPLS programs of the government and (ii) a workshop on the levelling of expectations on the outcomes of the workshop.

i. Presentation on the Workshop Design (approximately 15 minutes). There will be two parts in the presentation: the objectives of the workshop and the program. After the presentation, the emcee is expected to open the floor for questions.

ii. Workshop1: Leveling-Off Participant's Expectations

Based on the initial presentation, the participants will be asked their expectations on the following:

- Workshop Output
- Workshop Content
- Workshop Process
- Resource persons
- Participants

Participants will be given metacards to be filled up and taped to the appropriate group and processed during plenary.

Annex 3.1 illustrates the proposed Powerpoint presentation.

c. Learning Outcomes:

At the end of the session, the participants should be able to:

- i. understand the objectives, format and outputs of the 2-day workshop; and
- ii. level understanding on the outputs of the workshop.

Session 2: Philippine Digital Strategy

a. Session Objective:

This session aims to provide the participants with an overview of the government programs related to the use of information and communication technology in providing services, focusing on the plans for local government units (LGUs).

b. Management of the Session

A lecture will be given by a representative from the DOST on the Philippine Digital Strategy to give a perspective on the national government plans. In addition, the presentation will include topics on (a) the Information Systems Strategic Plan, a tool for automation planning at the local government level (a template of the ISSP may be provided); (b) the eGov awards; and (3) an ideal eBPLS. A plenary discussion will follow to address specific questions on the materials presented.

c. Learning Outcomes:

At the end of the session, the participants should be able to:

- i. Get an overview of the Philippine Digital Strategy and the relevant sections relevant to LGUs; and
- ii. Understand the usefulness and importance of the ISSP; and
- iii. Be aware of private sector initiatives/awards that promote ICT use by LGUs

Session 3: The City's Dream BPLS

a. Session Objectives

The session will present the current automation scenario of the LGU (based on the preparatory assessment mentioned in Chapter 2) and the proposed model BPLS based on the output of the BPLS assessment workshop. The session will present the various automation options that may be considered in order to implement the LGU's eBPLS automation.

b. Management of the Session

There will a two presentations and a workshop under this session. The first workshop will present the results of the preparatory workshop on the dream or model BPLS of the city, which will focus on the BPLS service standards in terms of steps, processing time, requirements and signatories and a summary of the city's action plan to implement the model.

The second presentation is a lecture on the results of the city's eReadiness Evaluation, which is an important input to the workshop

Workshop 2: Identify the automation options for the LGU's eBPLS process

The objective of the workshop is to identify the model automated BPLS given the streamlining that needs to be done to achieve the model BPLS. In other words, what part of the business permitting processes can be automated? The output is a model automated BPLS process.

c. Learning Outcomes:

At the end of the session, the participants should be able to identify the model automated BPLS of the city.

Session 4: eReadiness Assessment

a. Session Objectives

The session will assess the readiness of the city to implement its model automated BPLS that was designed in Workshop 2.

b. Management of the Session

The session will be started by a lecture of the factors for assessing the readiness of the city to embark on a project that will set up an automated BPLS. The reference material will be the Guidebook and topics will include the organization of a technical working group, the factors that will determine organizational, infrastructure and financial readiness of the city. The learning from the lecture will serve as inputs to the following workshop.

Workshop 3: Bridging the Gap to Achieve the Dream BPLS

The objective of the workshop is to identify the changes that need to be undertaken to achieve the dream automated BPLS, using the three major categories in the lecture – organizational infrastructure and financial. There will be breakout sessions per city departments involved in BPLS processing and each group will cover the three areas. The resulting output per department will then be processed during plenary session.

c. Learning Outcomes:

At the end of the session, the participants are expected to be able to understand the reforms/ actions needed per department that need to be out in place in order to implement the BPLS automation project.

Session 5: Managing eBPLS Implementation

a. Session Objective

The session aims at presenting the requisites for planning a BPLS automation project. This session will further deepen the results of the earlier workshop on the city's eReadiness.

b. Management of the Session

A lecture will be given on the planning and managing the implementation of a BPLS automation project. Some of the possible topics for the lecture, which are proposed to be based on the eBPLS Automation Implementation Guidebook, can include resources and staffing plan, functional specifications, data migration and specification plan, software and data migration plan, training requirements and financial plan. A plenary discussion will follow to address any clarifications or questions on the material presented.

The lecture will be followed by the last workshop

Workshop 4. Action Plan for the Model Automated BPLS

The objective of the workshop is to identify the actions needed to implement the project, including timetable, the person or groups responsible for the actions. The workshop can be divided into departments again, with each discussing the abovementioned topics.

c. Learning Outcomes

At the end of the session, the participants should be able to present an action plan to implement the model automated BPLS at plenary.

Session 6: Other Automation Options and the Way to Go: Sustainability of eBPLS Reforms

a. Session Objective

The session will present the different the factors needed to sustain reforms done in eBPLS as well as additional automation options.

b. Management of the Session

A lecture will be given that will touch on the factors cited in the Guidebook as well as other automation-related topics, e.g. Philippine Business Registry (PBR), online business registration and payment.

c. Learning Outcomes

At the end of the session, the participants should be able to know other BPLS-related automation options.

C. Participants

The workshop attendees are generally the city officials concerned with business permit processing and managing the information technology requirements of the city. These may include: (1) the BPLO; (2) the city treasurer; (3) the city assessor; (4) the city planning and development officer; (5) the city health officer; (6) the city environment and natural resources officer; (8) the ICT department head (if applicable). The city Fire Marshall should also be included.

ANNEX 1. E-READINESS SURVEY



DEMOGRAPHIC PROFILE Region LGU LEVEL: Province City Municipality City/Municipality NAME OF LOCAL CHIEF EXECUTIVE: INCOME CLASS: 1st Class 2nd Class Last Name 3rd Class First Name 4th Class Middle Name 5th Class Extension Name 6th Class Title TOTAL NUMBER OF REGISTERED BUSINESSES IN 2013 TERM OF OFFICE: 1st Term 2nd Term 3rd Term Renewed: OFFICIAL EMAIL ADDRESS OF CITY/MUNICIPALITY: I. HUMAN RESOURCE CAPACITY 1. Number of employees within your city/municipality: Total Number Casual/Contractual Co-Terminus Male Employees Female Employees 2. Do you have a Business Permits and Licensing Office (BPLO)? Yes. Please specify the number of employees at BPLO: No 3. Do you have an Information and Communications Technology (ICT) or Management Information System (MIS) Office? Yes. Please specify the number of employees at ICT or MIS Office:

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 Please fill out the table below and specify the number of personnel performing the following designated roles with their corresponding employment status.

	NUMBER OF PERSONNEL			
POSITION	Permanent	Contractual/Casual	Co-terminus	
Information Systems Planner				
Information Technology Officer				
Database Manager and Administrator				
Systems Analyst / Designer				
Computer Programmer				
Network Administrator				
ICT Hardware Technician				
Web Master				
Web Designer				
Computer Encoder				
Computer Operator				
Other, please specify:				
1				
2.				
3.				
4.				
3.				

5. For the past five years (2009-2013), how many of your IT personnel were trained in the following courses:

COURSE	NUMBER OF PERSONNEL	SUB-TOPIC
Information System (IS)/ IT Management		
System Analysis and Design (SAD)		
ICT Security		
Networking (e.g. CISCO)		
Programming		Visual Basic Java PHP Other, please specify:
Database Administration		Oracle MS Access MySQL Other, please specify:
Web Development / Content Management System (CMS)		Joomia Drupal Wordpress PHP VB.net Other, please specify:

II. INFORMATION AND COMMUNICATIONS TECHNOLOGY ENVIRONMENT

1. HARDWARE

a. Computing Devices

Please specify the number of units and its status in the Working or Non-Working column.

COMPUTING DEVICE	Number of Units		
COMPOTING DEVICE	WORKING	NON-WORKING	
Mainframe			
Minicomputer			
Desktop computer			
Laptop / Notebook / Netbook			
Servers			
Application server			
Web server			
Database server			
Internet server			
Email server			
Other, please specify:			
1.			
2.			
3.			
Mobile Communication Devices (e.g. tablet)			
Multi-function printer (print, scan, copy, fax)			
Printer only			
Flatbed Scanner			
Dual-function Scanner (Flatbed and Automatic Document			
Feeder/ADF)			
Wide-format Scanner			
Uninterruptible Power Supply (UPS)			
Generator Set			
Fingerprint Scanner			
Access Card Scanner			
Other, please specify (Use additional sheet if necessary.):		•	
1.			
2.			
3.			

b. Number of Servers by Capacity and by Location Please indicate the total number of Hard Disk Drive/s of specified capacity; that is/are located within the city/municipality office (In-House) or in a co-location facility (Co-Located).

CAPACITY OF HARD DISK	LOCATION		
DRIVE (HDD)	IN-HOUSE	CO-LOCATED	
Drive (NDD)	(no. of units)	(no. of units)	
Above 4 terabyte (TB)			
2TB to 4TB			
Below 2TB			

2. SO	2. SOFTWARE				
8.	Do you have a Business Permits and Licensing S Yes No	system (BPLS) software?			
b.	If yes, are you willing to share this to other LGU Yes No	Js?			
c.	What is the status of your BPLS software? Operational Partially Implemented Obsolete/Needs Updating Other, please specify:				
d.	Did you develop this software? Yes No. Where did you acquire this software (Please specify the vendor/develope				
Please	check which of the following Operating Systems	is/are installed in your workstations and servers.			
e.	Operating System for Workstations (desktop a	nd laptops)			
	Older than Windows XP Windows XP Windows NT Windows Vista Windows 7 Windows 8 Solaris	HP-UX Linux Mac OS Mac OS X Other, please specify: (Use additional sheet if necessary., 1. 2. 3.			
f.	Operating System for Servers				
	Windows NT Windows 2000 Windows Server 2003 Windows Server 2008 Windows Server 2012 Novell Netware Solaris OpenSolaris OS/2 IBM/AIX	HP-UX Linux FreeBSD OpenBSD Mac OS X Server Centos Other, please specify (Use additional sheet if necessary.): 1. 2. 3.			

g. Database Maintained

Please check the Application Database/s being maintained and the corresponding database management software used.

NAME OF APPLICATION DATABASE MAINTAINED		DATABASE MANAGEMENT SOFTWARE Oracle Access MySOL Other		
TOTAL OF ALL DOCUMENT ON POPUL TRANSPORTED		Access	MySQL	Other
Business Registry DB				
Real Property Tax D8				
Geographic Information System DB				
Management Information System				
Accounting System				
Payroll System				
Personnel Information System				
Records Management				
Project Tracking/Monitoring				
Barangay Micro Business Enterprises Registration System (BMBERS)		П	П	
Community-Based Monitoring System (CBMS)				
Local Government Performance Measurement System (LGPMS)				
Other, please specify: (Use additional sheet if necessary.) 1. 2. 3.				
NETWORK Which of the following network resources does your LGU have?				
Connection with Philippine Business Registry (PBR) Local Area Network (LAN) Intranet Virtual Private Natwork (VPN) Wide Area Network (WAN) Private Automatic Branch Exchange (PABX or PBX) If existing, please identify the PABX/PBX setup below: Private Hosted VolP or IP-PBX Hosted IP				

	NETWORK RESOURCES
	LGU Website
	If available, please indicate the URL: http://
	Internet Connection
	If available, please indicate your model/s of access to the internet:
	Dial-up
	Leased line
	I H
	Wifi Digital Subscribes (inc. (DS))
	Digital Subscriber Line (DSL)
	Mobile phone
	Integrated Services Digital Network (ISDN)
	Satellite
	Other, please specify:
	1
	Internet Service Provider (ISP)
	Primary provider :
	Secondary provider:
	Combined internet bandwidth (voice and data) :
	(Please specify the unit: e.g. kbps, mbps, gbps)
	Number of employees with access to the internet :
	Number of employees with official e-mail address :
8	SECURITY, DISASTER RECOVERY, AND BACK-UP Does your LGU have a protection scheme for your ICT resources? Yes No If yes, what is/are the security resource/s being used by your office? (Check all that applies.) Security Policy / Guideline Disaster Recovery Plan Digital Signatures Encryption Back-up power unit (e.g. UPS, Generator) Hardware firewall Software Firewall Subscription to a security service (e.g. anti-virus software, intrusion detection system) E-mail authentication software Off-site back-up Secured servers Storage back-up media in localities other than the operating environment Other, please specify:
	1.
	2.
5. (Does your LGU have an Information Systems Strategic Plan (ISSP)?
	Yes. Please indicate the last date your ISSP was updated.
	No

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III. COMPLIANCE WITH BPLS STANDARDS

Please provide the required information relevant to your business permitting process for <u>new applications</u> and <u>renewal</u> of permits by ticking on the appropriate boxes:

	NEW	RENEWAL	
1. NUMBER OF STEPS TO PROCESS THE APPLICATION FOR	1 2 3 4	1 2 3 4 4	
MAYOR'S PERMIT	If more than 5, please specify:	If more than 5, please specify:	
	UNIFIED FORM	UNIFIED FORM	
 REQUIRED FORMS (Please specify if unified form or multiple forms is being used; and identify the 	Per DILG-DTI JMC No. 1 (s. 2010) Philippine Business Registry (PBR) Form LGU Customized Unified Form MULTIPLE FORMS Business Permit Application Form	Per DILG-DTI JMC No. 1 (s. 2010) Philippine Business Registry (PBR) Form LGU Customized Unified Form MULTIPLE FORMS Business Permit Application Form	
corresponding details)	Application for Barangay Clearance Application for Zoning Clearance DTI/SEC/CDA Application Form BIR Application for Sanitary Permit Application for Fire Safety Inspection Certificate (FSIC) Application for Building Permit Application for Occupancy Permit Application for Radial Clearance Other, please specify: (Use additional sheet if necessary)	Application for Barangay Clearance Application for Zoning Clearance DTI/SEC/CDA Application Form BIR Application for Sanitary Permit Application for Fire Safety Inspection Certificate (FSIC) Application for Building Permit Application for Occupancy Permit Application for Application for Cocupancy Permit Application for Badial Clearance Other, please specify: (Use additional sheet if necessary)	
	2.	2.	
	How are application forms provided to applicants? (Check all that applies.) Downloadable thru our website Available at the BPLO Other, please specify.	How are application forms provided to applicants? (Check all that applies.) Downloadable thru our website Available at the BPLO Other, please specify.	
3. DOCUMENTARY REQUIREMENTS (multiple answers allowed)	Community Tax Certificate/Cedula Barangay Clearance Building Permit Location/Sketch map Occupancy Permit SEC Articles of Incorporation DTI Business Name Registration Sanitary Permit Radial Clearance PSIC SSS Clearance BIR TIN Other, please specify: (Use additional sheet if necessary) 1.	Community Tax Certificate/Cedula Barangay Clearance Building Permit Location/Sketch map Occupancy Permit SEC Articles of Incorporation DTI Business Name Registration Sanitary Permit Radial Clearance PSIC SSS Clearance BIR TIN Other, please specify: (Use additional sheet if necessary) 1.	

4. NUMBER OF	NEW	RENEWAL
SIGNATORIES	1 2 If more than 2, please specify:	I 2 If more than 2, please specify:
5. PROCESSING TIME (number of days to process application for Mayor' permit)	1 2 3 4 5 6 7 8 9 10 If MORE than 10 days, please specify: If LESS than 1 day, please specify:	1 2 3 4 5 6 7 8 9 10 If MORE than 10 days, please specify:
IV. RESPONDENT'S Last Name	PROFILE	
First Name		
Middle Name		
Extension Name		
Title		
Designation		
Division/Section		
Contact Number		
Email Address		
Signature		

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Local Chief Executive/MLGOO/PLGOO

NOTED BY:

Designation

Signature

8 af 8

ANNEX 2. SAMPLE WORKSHOP DESIGN FOR A BPLS ASSESSMENT WORKSHOP

Self-Assessment Workshop on BPLS Streamlining of the New Business &Renewal Processes

Iloilo City Technical Working Group June 18 and 19, 2012

Objectives:

By the end of the 2-day workshop, TWG members should be able to:

- 1. Express the benefits to the city of adopting the applicant's perspective in designing a streamlined process, particularly on an end-to end process that includes the NGA procedures
- 2. Articulate a concept of a model BPLS for the city
- 3. Identify key gaps in the current business permitting processes for new businesses and renewing businesses of their units/departments & its applications (e.g., the BOSS), propose solutions, and identify key remaining issues for action
- 4. Design a streamlined BPL S for the city, including improvements to the BOSS
- 5. Apply streamlining skills to be able to undertake a streamlining activity within their units upon their return
- 6. Produce a phased-in action plan

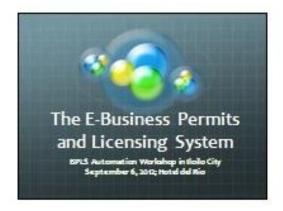
Schedule	Topic	Session Objectives	Methodology & Session Outputs	Facilitator	
	DAY 1, June 13				
8:00 am	Registration				
8:30 – 9:00	- Introduction among participants& INVEST team - Objectives of workshop & presentation of workshop program	To know the objectives of the activity & its participants	Presentation of program	Deanna Lijauco INVEST CPA	
	Situating the activity Expectations setting	To know how the activity fits within the BP Streamlining approach Process & within the Project To level off on expectations	Presentation and discussion	Jovie Importante, BPLS Strategist	
9:00 – 11:00 (Inclusive of AM snacks)	Process Ownership	To define process ownership & differentiate between a process & a functional perspective To demonstrate each	Discussion	Levi Leoro, BP Specialist	

Schedule	Topic	Session Objectives	Methodology & Session Outputs	Facilitator
		participant's role within the process	Ocasion Outputs	
11:00 – 12:00 pm	Conceptualizing a desired BPLS for new & renewal processes	To envision one's ideal BPLS To set objectives behind the concept & describe it thru its process indicators (steps and time)	Role play	Lijauco & Leoro
	(12	:00 – 1:00 pm) L U N C H		
	(1:00 – 1	:15 pm)Energizer		Facilitator
1:15 – 2:00	Con't of Conceptualization Integration		Plenary Discussion	Importante & Leoro
2:00 – 2:15	Introduction to Streamlining/Designing the envisioned process	To become familiar with the tools, definitions, & references for use in the subsequent session	Presentation	Importante
2:15 – 3:15	New Business Registration Analysis & Design	To identify key gaps & the reasons behind it, propose streamlining interventions, identify remaining issues, & identify major solutions	Break-out groups Coaching Draft streamlining template Partial Issues Register Partial Solutions Register	Coaches: OfieTemplo , Chief of Party; Importante, Leoro & Lijauco
	(3	3:15 – 3:30 pm) BREAK	-9	
3:30 – 5:30	Group Design	To share outputs & arrive at one design; To assess this against the target indicators of the ideal BPLS	Plenary presentations • Completed streamlining template • Issues Register • Solutions Register	Leoro, Importante & Lijauco
		To recall the purpose of a BOSS & how the BOSS can serve the streamlined process To discuss requisite changes to the BOSS of the new design.	Presentation/ Discussion • Proposed BOSS changes	Importante

Schedule	Topic	Session Objectives	Methodology & Session Outputs	Facilitator		
	DAY 2, June 14					
8:30 – 8:45 am	Preliminaries - Recap of Day 1 - Overview of the day's activities	To summarize key outputs of Day 1	Presentation	Lijauco		
8:45 – 9:45	Renewal Process Analysis & Design	To identify key gaps & the reasons behind it, propose streamlining interventions, identify remaining issues, identify major solutions	Break-out groups Coaching • Draft streamlining template • Partial Issues Register • Partial Solutions Register	Coaches: Templo, Importante, Leoro & Lijauco		
	(9:45-10:00 am)BREAK				
10:00 – 12:00 pm	Group Design	To share outputs & arrive at one design; To assess this against the target indicators of the ideal BPLS	Plenary presentations • Completed streamlining template • Issues Register • Solutions Register	Leoro, Importante & Lijauco		
		To recall the purpose of a BOSS & how the BOSS can serve the streamlined process To discuss requisite changes to the BOSS of the new design.	Presentation/ Discussion • Proposed BOSS changes	Importante		
	(12:00 – 1:00 pm) LUNCH					
		1:15) Energizer		Facilitator		
1:15 – 1:45	Introduction of the Phased-in Action Plan	To agree on the definition of the time horizon To agree on the key factors that would determine what can be done when? (e.g., resources)	Discussion Action Planning Template (revised, if any)	Lijauco		
1:45 –3:30	Action Planning	To decide which activities can be done in what time frame, what activities are	Break-out groups inter-department;	Coaches: Lijauco, Templo,		

Schedule	Topic	Session Objectives	Methodology & Session Outputs	Facilitator
(working break)		needed, who are the persons responsible, and other operational details	Coaching	Importante & Leoro
3:30 – 4:30	Integration	To integrate towards one action plan	Plenary presentations • Phased-in Action Plan	Lijauco
4:30 – 5:00	Next Steps & Closing Program	To share next steps		Importante, Deputy Chief of Party

ANNEX 3. SESSION 1: THE E-BUSINESS PERMITS AND LICENSING SYSTEM

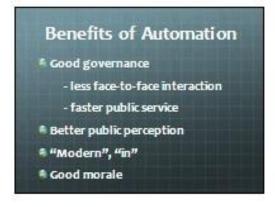




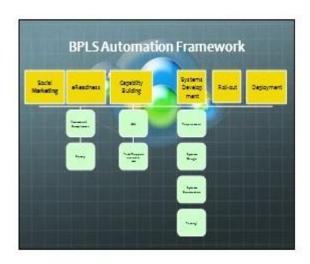




Benefits of Automation Efficiency Data integration and accessibility Better metrics Higher competitiveness ranking Increased revenues



Knowledge Products of BPLS Automation Planning and Implementation Guide Baseline Design







ANNEX 3.1. SESSION 1: LEVELING OF EXPECTATIONS































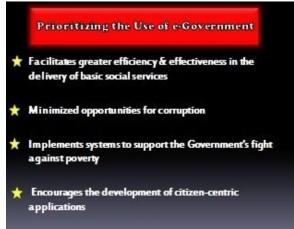


ANNEX 4. SESSION 2: PHILIPPINE DIGITAL STRATEGY









The Philippines' Digital Future

PURPOSE of PDS

- Harness the potential & power of Information and Communications Technologies (ICT) to support the attainment of the Government's agenda & objectives contained in the Social Contract with the Filipino People and the Philippines Development Plan PDP 2011-2016
- Respond to the global trend towards a digital economy & knowledge societies & ensure that the country's economy & society is prepared to compete in this digital economy & take advantage of its opportunities



PDS Vision

ed, innovative, and prosperous

"A digitally empowered, innovative, globally competitive and prosperous society where everyone has reliable, affordable and secure information access in the Philippines. A government that practices accountability and excellence to provide responsive online citizen-centered services. A thriving knowledge economy through public-private partnership."

Transformational Leadership

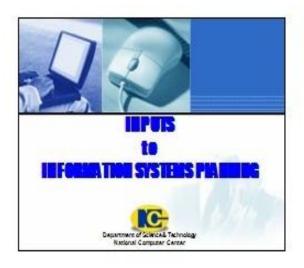
ICT is the tool which can become a key element of transformational change, creating:

- More transparency in government operations & reducing corruption
- More direct e-Government services
- A better delivery of public services
- Facilitates more consultative policy-making

Creating Jobs and Real Economic Growth

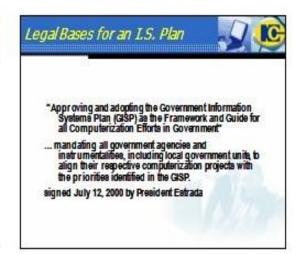
- The country's IT/BPO industry has created considerable direct & indirect employment & is poised to grow further, especially in regional cities.
- Streamlining bureaucratic procedures of Government services for faster business registration & investments
- Developing Innovative mobile applications creating conditions conducive for investments

ANNEX 4.1. Session 2: Presentation on the Local Government Information Systems Strategic Plan







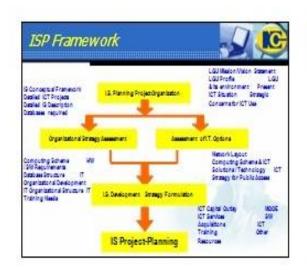


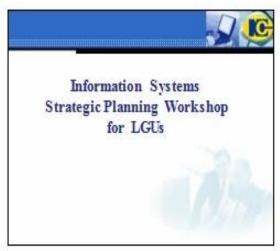




























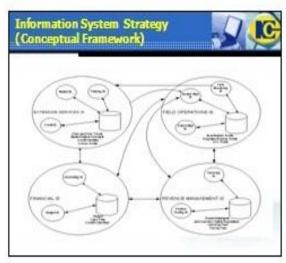


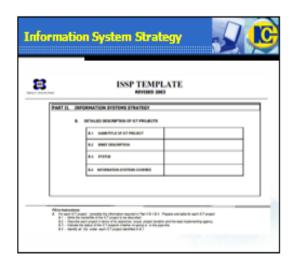


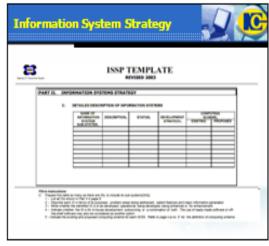


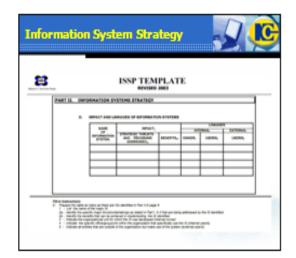


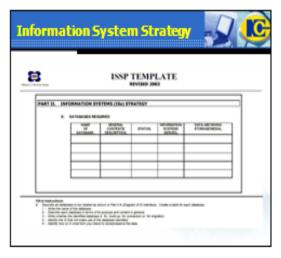




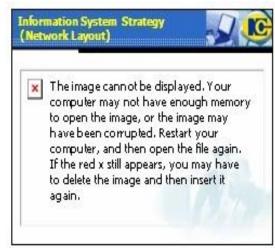








































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ANNEX 4.2. Session 2: Presentation on the E-Gov Awards to LGU

NICP-DILG eGov Awards

The objective of the awards:

- To encourage the effective and efficient utilization of information and communications technology (ICT) in the delivery of services and performance of the duties and responsibilities by local government units (LGUs)
- It also aims to commend, collate and document best practices of LGUs in integrating ICT in their processes to serve as example and benchmarks to other LGU's, to improve the business ecosystem of the LGUs and;
- Motivate the private and business sector to actively participate and/or invest in the growth of the LGU's, and to promote transparency in governance.

- The NICP-DILG-Cyber City's strategic thrust is also aligned with the Philippine ICT Roadmap 2011-2016.
- The eGov Awards is the first to be given by the ICT sector to LGUs with exemplary performance in empowering its public customers and business.
- In November 2012, the first awardees will be honored during the 5th NICP National ICT Summit in the City of Sta. Rosa, Laguna hosted by its the Laguna Industry Network for Knowledge, Innovation & Technology Foundation (LINK-IT).

The eGov awards aim to recognize two (2) major categories:

- The Best in eGov Customer Empowerment (G2C) Award
- The Best in eGov Business Empowerment (G2B) Award.

The LGU eGov Awards share the vision of establishing indices for local government units across the country in harmessing the potentials of ICT towards raising the bar in delivering public service. By drawing attention to the best practices in integrating ICT capabilities and solutions, the different sectors of society, government units are enabled in their roles as catalyst of change.



REPUBLIC OF THE PHILIPPINES DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT Francisco Gold Condominium II Edsa Cor, Mapagmahai St., Dilirnan Guezon City



OFFICE OF THE SECRETARY

July 5, 2012

MEMORANDUM CIRCULAR

NO. 2012 - 121

TO

All Provincial Governors, City/Municipal Mayors, DILG Regional

Directors and Others Concerned

SUBJECT

Participation in the 1st LGU eGov Awards organized by the National

ICT Confederation of the Philippines (NICP)

The National ICT Confederation of the Philippines (NICP) and the DILG has entered into a partnership to implement the 1th LGU eGov Awards with the goal of encouraging the effective and efficient utilization of information and communications technology (ICT) in the delivery of services and performance of the duties and responsibilities by local government units (LGUs). This initiative supports the strategic thrust of the ICT sector aligned with the Philippine Digital Strategy, the Philippine ICT Roadmap for 2011 – 2016.

The eGov Awards has two [2] major categories namely: the Best in eGov Customer Empowerment (G2C) Award and the Best in eGov Business Empowerment (G2B) Award. The Best on G2C Award will recognize the measurable effect of an LGU's practices in applying ICT solutions in the education and engagement of the public in the use of electronic facilities/channels towards providing improved, timely and relevant delivery of public services. The Best in G2B Award will award the significant effect of the LGU's laudable practices in integrating ICT solutions and the commitment of its administration in its responsiveness to the needs of business enterprises, thereby creating business opportunities.

In this connection, all local government units (LGUs) are hereby encouraged to participate in this endeavor. Nomination will be done online thru the project's website at www.egov.com.ph. Details of the Awards are available on the website and nomination will close on July 30, 2012.

All DILG Regional Executives are hereby directed to effect the widest dissemination of this circular,

For the information and guidance of all concerned.

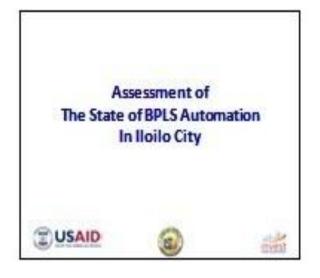
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JESSE M. ROBREDO

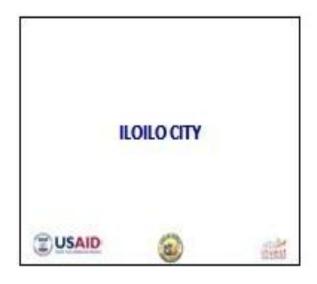
Celebrating 20 Years of Local Autonomy in the Philippines

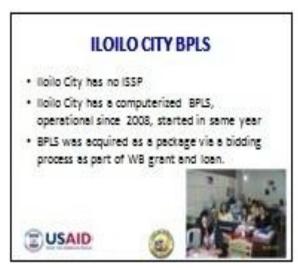
ANNEX 5. SESSION 3: PLANNING FOR THE LGU'S DREAM BPLS

Assessment of Iloilo City's Current BPLS Automation and Automation Options for the Proposed Streamlined BPLS









 The lioilo City Hall has transferred to its new building and offices involved in the BPLS process are not contiguously located. The BOSS location has not been identified yet.



ILOILO CITY BPLS

 Hoilo City's BPL5 is automated using a package that was provided by a vendor chosen via a bidding process following World Bank standards. The system was acquired thru 25% City equity, 25% WB grant, and 50% WB loan under the LOGOFund program of the Dept of Finance.







ILOILO CITY BPLS

 The system included several functionalities other than the BPLS like RPT (Real Property Tax) and BTEP (Business Tax Enhancement Program).



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ILOILO CITY BPLS

 The process of vendor selection included visits and interviews with cities that have earlier implemented their LGU automation solutions.
 The bidding terms of reference required the bidders to have had at least 10 successfully implemented LGU projects. It also required that a third party conduct an oversight assessment of the project.







• The BPLS was implemented in 6 months, starting in the first quarter in 2008 and went live in the 3rd quarter of the same year. Data conversion was manually entered into the system from ledgers. The challenge is the database build up of historical data. Getting contracted skilled resources for data conversion was also a challenge with recommendations from influential sectors.







ILOILO CITY BPLS

 From the user point of view, some features needed to be revised as some of the computation of taxes have to be manually computed, then entered into the system, before the required report is generated.





ILOILO CITY BPLS

 Any change in the system is still performed by the vendor as the contract includes maintenance and support. One of the changes in the package is the adoption of the unified form as mandated by the JMC of August 2010 of DILG and DTI.







ILOILO CITY Computerization

- SPLS has some lovel of integration with other USU processes, with CTO and CAO
- SPL3 uses Microsoft SQL Sever 2005 Platform running on Microsoft Windows QS with applications developed using Visual Sasic
- SFLS is on a disord-sover architecture, accessed via a LAN at 100 MSPS
- Hardware include IBM, LENOVO, 8750N LX3004
- Sever is ISM X3500











- . 100% of all 11,000+ businesses are in the BPLS
- IT Department is adequately staffed based on current applications





ILOILO CITY BPLS

- . BPLS has no connectivity with any NGA system.
- BPLS has embedded some LGU processes in the system with CTO.
- BPLS has not incorporated processes in the City Planning Development Office, City Zoning Office, City Environmental Office, City Engineering Office, Barangay Office.







- BPLS monitors compliance to requirements of other LGU offices
- Processes linking the other LGU offices to the BPLS are manual.



ILOILO CITY BPLS

- With computerization and regular process review, there are now 3 steps to in get a business permit:
 - -Stop 1 Formit and Liconsc Div. (FLD)
 - · Secure / fill-up application form
 - Secure checklist of requirements
 - · Proceed to Examination Div. Oby Treasurer's Office







ILOILO CITY BPLS

- With computerization and regular process review, there are now 3 steps to in get a business permit:
 - -Step 2 City Tressurer's Office (CTO)
 - . Submit form to Examination Div for assessment
 - · Payment of taxes and feet
 - Secure Fire Safety Inspection Certification / Toning Compliance Certificate (for New Business) from their respective offices.
 - Proceed to Permit and License Division (PLD).



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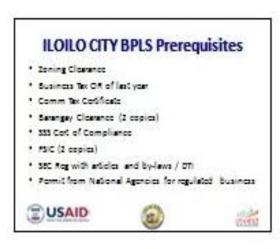
ILOILO CITY BPLS

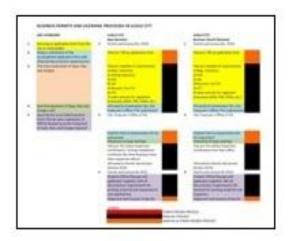
- With computerization and regular process review, there are now 3 steps to in get a business permit:
 - -Step 3 Pormit and License Div (PLD)
 - Submit Official Receipt and application together with all documentary requirements for printing of permit and inspection (if new application).
 - + Approval and Issuance of permit.





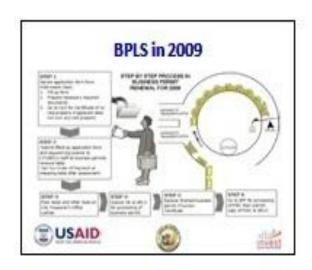


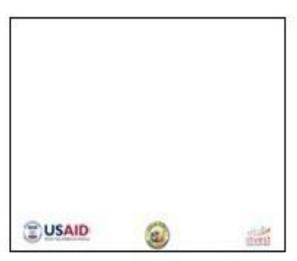














Possible Enhancements to BPLS • Plan for computerization of other LGU offices involved in BPLS. • Discuss with the BPLS vendor the approach to adding processes and features to the existing system (via customization embedded into existing programs or external to the system and interfaced thru APIs)

Possible Enhancements to BPLS

- Review current computerization initiatives of all LGU offices involved in the business licensing process:
 - Implemented applications
 - Software used (programming language, operating system, socius)
 - Interfaces integration with other LGU offices
 - Network Intages
 - Hardware used (server and workstations)







Possible Enhancements to BPLS

- Review current processes of every USU office involved in the business licensing process;
 - Outputs of the process
 - Inputs to the process
 - Process workflow (computerised or not)
 - Which part of the process involves data capture, data computation, report generation
 - Identify common data across LGU offices that may be passed on to/from other LGU offices
 - Identify data unique to the specific LGU office







Possible Enhancements to BPLS

- Plan the computerization of processes of various USU offices involved in business licensing and integration with SPLS
 - City Office of Building Official
 - Oby Health/Sanitary Office
 - Oby Planning/Zoning Office
 - City Environmental Office







Possible Enhancements to BPLS

- Dovdop the event SPLS solutions architecture that will integrate SPLS with various related processes of other LOU offices, standardissing on a single platform, programming language, operating system, ADSMS, network strategy, application access, integration strategy, communications method, etc.
- Dovdop and approve policies that will support the capabilities of the 67L5 solution.







Possible Enhancements to BPLS

- Design, diovelop, test, and deploy inclusion of such relevant processes, data capture, report generation, entired payments, and approvals in the 57L5
- Roview, design, and deploy (operational and legal) options for registrant access into the SPLS (i.e. online ontries via various appliances, download and upload of forms and data, etc.)







Possible Enhancements to BPLS

- Conduct infrastructure capacity planning for inclusion of such data and processes (75%, 57%, and other LGU offices) for necessary software, hardware, and network upgrade
- With the transfer of the offices to its permanent site in the new City Hall, upgrade infrastructure capacities to accommodate additional computing requirements







Possible Enhancements to BPLS

- Assess preparatiness of manpower to operate and maintain (in every LGU office) added 67LS functionalities
- Conduct relevant training for LGU personnel using and maintaining the system
- Conduct information campaign to constituents on how to use the system
- Design and conduct cleansing activities for the data of LOU offices
- Migrato related data into the 67L5







Possible Enhancements to BPLS

- Link with the PSR to extract information on now business applicants on a regular basis
- Transform extracted PSX information into reference tables of SPL3









Francis Cruz, IT Head

· Noehi Las, IT Officer

- . Mary Joan Montano, Asst City Treasurer
- · Carolina Dequilla, Acting Asst City Treasurer
- . Daryl Joy Gencianeo, ITOO IV
- · Gildred Esteves, LTOO III
- FCINSP Gerry Berte, City Fire Marshall, BFP



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NERBAC R6 - Iloilo City

- · Ma. Donita Chavez, TIDS, DTI R6
- · Henry Tampani, STIDS, DTI R6
- · Rachel Nufable, STIDS, DTI R6
- Merisa Velasco, STIDS, DTI R6









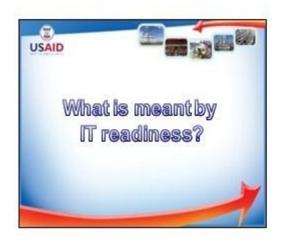


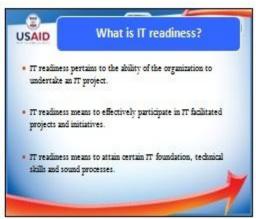


ANNEX 6. SESSION 4: EBPLS: ARE WE READY?

































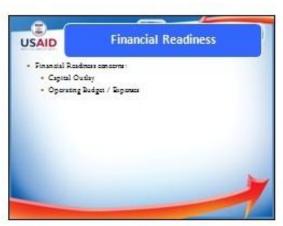




















ANNEX 6.1. SESSION 5: MANAGING THE EBPLS IMPLEMENTATION

MANAGING eBPLS IMPLEMENTATION

Implementation will focus on setting up parameters, training users, creating a conference room pilot of eBPLS and mapping data into predefined tables.

Implementation should probably follow the traditional systems development life cycle (SDLC)

- Definition of activities
- Technical design
- Development
- Testing
- Deployment and training

VENDORS, SUPPLIERS & PROVIDERS

- Maintaining good relationship with vendor, suppliers, and service providers throughout the project lifecycle is important to delivering a working BPLS environment in contracted timeframe.
- Pre-Bidding to Contract Award
- · Implementation to Go-Live

Post-Production Support

- In addition, the heads of the BPLO and IT departments and the post-production support partner will need to do the following:
- Designate a staff member to serve as the inhouse help desk
- Define & agree on a service level agreement
- Define & agree on a standard issue escalation
- Define and agree on a standard issue tracking procedure

Service Level Gradients

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Industry Standard Issue Escalation Support Plan

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Level 3	Spare devicement
Level 3	Fine
Level 8	Salvan Santa Santa Cina

SOFTWARE LICENSING

- The End-User License Agreement (EULA) contains the licensing parameters of commercial software specifying the use of the software by the endusers.
- The source code of a commercial off-the-shelf (COTS) software BPLS product is the intellectual property of the software vendor
- Unless the BPLS software is packaged as an open source product (GPL License), it is illegal for endusers to reverse engineer, customize or temper with the compiled code running on any of the end-user's computer

SYSTEM SUPPORT

- Pre-implementation, implementation, production and post-production support are four areas of support that the LGU should require from software vendors and implementation partners.
- Support conditions should be specified in the Master Services Agreement,
 Engagement Contract and itemized in the Support and Maintenance Agreement (SAM) issued by the software vendor.

Pre-Implementation Support Services

The pre-implementation stage educates LGUs about the products & suppliers. Potential partners need to provide the LGU with support in the following critical areas:

- · Proof of Concept (POC) Environment
- · Production Visitation
- » Pre-Implementation Immersion Workshops

Implementation Support Services

During the implementation stage vendor should provide the following:

- Application software support (configuration, patches, bug fixes, etc.) and documentation
- Database software support (configuration, patches, bug fixes, etc.) and documentation
- Systems testing support
- Integration & Middleware support and documentation
- Deployment support & certification (applications & database)
- Hardware support (server configuration, security patches, etc.) and documentation
- End-user, systems administration & technical training (training on all technologies required to sufficiently manage the system are whole) and courseware documentation.

Production Support Services

Production support begins as soon as the system is deployed in a production environment.

If the running eBPLS application is a customized version, only the unchanged portion or functionality of the system will be covered in the support agreement.

Support Service Gradient & Response Time

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Seaty Level 1	26 had report feature
Seatty Level 6	Electron hour
	Branky Level 1 Branky Level 1 Branky Level 1

The LCU needs to clarify the following support parameters:

- Total hours of onsite support covered under the annual support agreement, it is important for the LCU to determine how the vendor computes the number of hours per visit
- technical support (applications, database, integration & data connectivity)
- functional support (application configuration, workflow routing, etc.)
- training & immersion support
- Total hours of telephone-assisted support covered under the annual support agreement
- Total number of support issues submitted via electronic mail covered under the annual support agreement
- The billing rate per consultant level required by the LCU in excess of what is covered under the support agreement.

Post-production Support Services

Post-production support or the "handholding" stage immediately follows system (or production) roll-out.

- This support will typically cover onsite consultants for the duration of the agreed post-production support period.
- The support period ranges 30 days to a maximum of 6 months depending on the support agreement or what was stipulated in the agreement contract.

There are several levels of support

- Level 1. The BPLO personnel will normally be trained to recognize a problem, identify and describe the problem and its behavior, record the problem via screen shots or incident reports, classify the problem and conduct initial resolution.
- Level 2. Second level support issues are more technical and will require deeper skills in a number of areas (e.g., hardware, network, software, database or process)
- Level 3. Sometimes escalation to the third level is warranted and this involves support from the product developers themselves.

CHANGE MANAGEMENT

Managing change in the LGU as a result of the eBPLS begins at the earliest stages of process streamlining & computerization. Failure to manage the change process will lead to resistance, which if left unresolved will pave the way to process circumvention

Promoting eBPLS Improvements

- Conduct consultative meetings with stakeholders
- Conduct information & education campaigns (IECs)
- Distribute informational materials
- Revise the Citizen's Charters of the LGU

Structuring the Change Management Program

- To maximize the effectiveness of the LGU's change management program, activities should meet the needs of executives, middle managers, front office staff, IT personnel responsible for implementing eBPLS, as well as the business sector & other civil society groups.
- Change Management is not confined to how work is done or to training end-users in a new system. It involves convincing those affected by change that eBPLS reforms will not only improve the effeciency and effectiveness of the LGU

LGU Change Management Programs by Target Group

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Resolving Problems Related to eBPLS Automation

Some proposals to facilitate information exchange include the following:

- Provide a way for end-users or customers to provide feedback anonymously to the LCE on matters concerning the process, & personal experience in dealing with LGU staff.
- Establish user groups of end-users, systems administrators, trainers, and members of the business community to promote continual, well-rounded process and system improvement
- Progressively orientend-users and customers the Help Desk to log their inquiries, request, issues and problems.

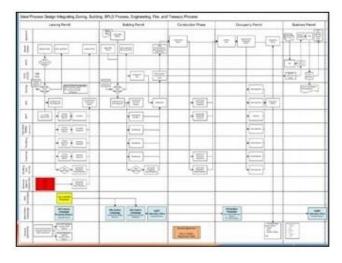
Setting up a basic help desk could be as simple as:

- Have two dedicated telephone numbers that business can call to log their issues;
- Using a preprinted & serialized "scripts of questions that help desk staff ask each caller"
- Training support staff on basic business registration process and telephone support techniques using the vernacular or English

ANNEX 6.2. SESSION 6: IDENTIFYING OTHER AUTOMATION OPTIONS



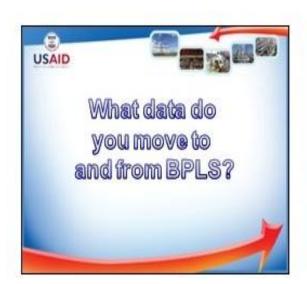










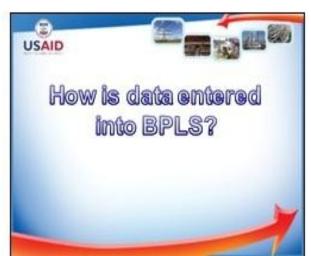












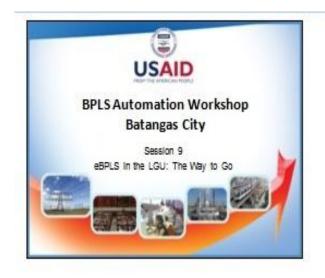




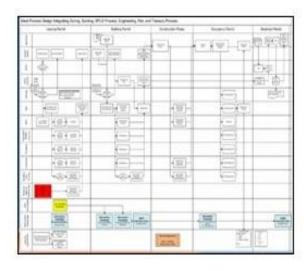


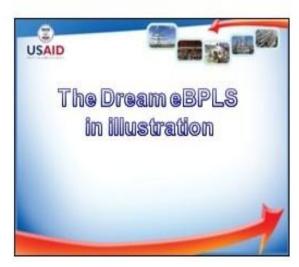


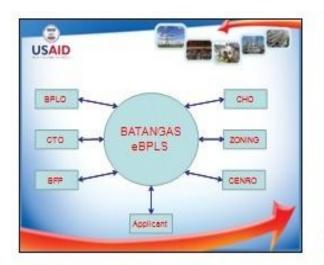
ANNEX 6.3. SESSION 6: EBPLS IN THE LGU: THE WAY TO GO

















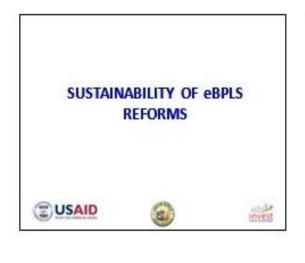








ANNEX 6.4. SESSION 6: SUSTAINABILITY OF THE EBPLS REFORMS









CHALLENGES FOR eBPLS

A major contributor to these challenges is the tendency of LGUs to make procedural exceptions. This is most evident in:

- · Contracts and procurements;
- · Cost-cutting conventions;
- · Labor rigidity that leads to unqualified personnel;
- · Lack of security measures; and
- · Validation controls in existing systems.







FUTURE DIRECTION OF eBPLS REFORMS

The current change in administration, the eBPLS project of National Government is taking on a new direction under the leadership of DOST.

The following are some of the proposals:

 Improving eBPLS to be consistent the JMC standards and making the new software available to the LGUs, principally the municipalities







FUTURE DIRECTION OF eBPLS REFORMS

- Undertaking a survey on the status of eBPLS in cities and municipalities as a guide to the assistance that government will provide as part of the reform program
- Strengthening public-private partnership in eBPLS by encouraging software developers to develop BPLS software solutions for the LGUs using the base design specifically formulated for eBPLS







FUTURE DIRECTION OF eBPLS REFORMS

 Protecting the interests of LGUs through assistance in identifying credible software vendors and implementation providers using a system of accreditation where products and services of software vendors and system integrators who transact with LGUs will be accredited







FUTURE DIRECTION OF eBPLS REFORMS

 Organizing a system of compliance audit groups with private sector participation to assist the NCC in ensuring that LGUs are protected in the eBPLS solutions that will be purchased.







IT Project Life Cycle







IT PROJECT LIFECYCLE

Project Schedule is a document containing a breakdown of phases, activities, and tasks required to complete those tasks within the given timeframe.

Project Plan is a rationalization of the project detailing organizational priorities, the project schedule, assumptions, project objectives, execution strategy, the project organization, the communication plan and so forth







IT PROJECT LIFECYCLE

The structure of the project as defined in the project plan will form the basis of the project schedule's high level phases.

Regardless of the tool or format, a project schedule must have the following details:

- ✓ Task Name
- √ Task Duration (Start and Finish)
- √ Resources (labor and material)







IT PROJECT LIFECYCLE

The conventional phases of a system project or a project lifecycle are as follows:

- Definition
- Design
- Development
- Testing
- · Deployment and Training







IT PROJECT LIFECYCLE

Definition phase consists of a series of activities to explicitly document the requirements to successfully deliver the targeted system which includes activities such as the conduct of a gap analysis, system requirements specification, organizational change requirements, capacity requirements definition and so forth.







IT PROJECT LIFECYCLE

Design phase consists of activities that build on the foundation of information gathered during the Definition phase.

Development phase consists of activities to implement and unit test the approved design specifications secured from the previous phases of the project.







IT PROJECT LIFECYCLE

Testing phase consists of simulations to functionally validate that the behavior and outputs of the target system in accordance with approved specifications categories into:

- · Systems Testing
- · Integration Testing
- User Acceptance Testing







IT PROJECT LIFECYCLE

Deployment and Training phase consists of activities to roll-out the fully tested system into the targeted production environment, and activities to train end-users and systems administrators on the use and management of the target BPLS.







IT PROJECT LIFECYCLE

Two environments required by any systems project:

- Implementation
- Production







IT PROJECT LIFECYCLE

Testing or Staging environment should also be present as a bridge between the Implementation and Production environments:

- · Implementation Environment
- · Production Environment
- · Testing or Staging Environment







IT Project Implementation Considerations







BPLS Implementation Considerations

- · Implementation Methodology
- · Implementation Project Plan
- · Implementation Project Team Organization
- · Implementation Project Team Training
- · Hardware/Network Sizing and Environment
- · Database and Applications Platform Choices
- Databases schema







BPLS Implementation Considerations

- · Business Conditions and Systems Processes
- · Workflow and Authorization Conditions
- · Computation Algorithms
- Reference Tables
- · Conference Room Pilot
- · Test Data and Test Conditions
- · Development of End-user Training Materials







BPLS Implementation Considerations

- · Conduct of End-user Training
- · End-user Acceptance Testing
- · Data Cleansing
- · Data Migration
- Go-live Process
- · Quick Guide Documentation
- · Systems Documentation







BPLS Implementation Considerations

- · Systems Maintenance Training
- · Help Desk Management Process
- · Security Management Process
- · Change Management Process
- · Version Management Process
- Quality Management Process
- Project Management Process







Production Systems Considerations







Production Systems Considerations

Managing the systems and technology environment

- Daily Backups
- · Database Administration
- Business Continuity and Disaster Recovery Planning (DRP)
- System Updates
- · Capacity Planning







Production Systems Considerations

Managing the support and maintenance of the systems

- Help Desk
- · Operations Management
- · Preventive/Corrective maintenance
- · User and support groups
- · Regular system health checks







Training and Competency Development Programs

 Develop eBPLS training materials with the BPLS and other LGU departments; focus on improving BPLS domain expertise, process knowledge, communication, customer service, language, and problem solving skills









